



# Annual Report



# 2001





STATE OF MICHIGAN

MICHIGAN CIVIL RIGHTS COMMISSION  
LANSING

JOHN ENGLER  
GOVERNOR

NANETTE LEE REYNOLDS, Ed.D.  
DIRECTOR

January 2002

The Honorable John Engler  
Members of the Michigan Legislature  
People of the State of Michigan

The Michigan Civil Rights Commission and Michigan Department of Civil Rights present to you our annual report for the 2001 fiscal year.

Over the past eight years, our agency has struggled to redefine itself not only as an organization that is timely and effective, but also as a leader in the field of civil rights. This August, we were visited by 10 friends from the Pennsylvania Human Relations Commission, New Jersey Law and Public Safety's Division of Civil Rights, North Dakota Department of Labor, Ohio Civil Rights Commission and Minnesota Department of Human Rights. They wanted to learn how we effected our changes. Further evidence of our leadership occurred in May when Director Reynolds received the 2001 Distinguished Service Award from the American Society for Public Administration, Michigan Capital Area Chapter, for her stewardship of the Department.

The Department of Civil Service conducted a customer service survey of all state employees this past spring. The purpose of the assessment was to collect customer opinions about human resource-related services and activities provided by departments. The survey results indicated that MDCR reported higher than the state average in all surveyed areas, including Customer Focus, Customer Service, Information Sharing, Training, Recruitment/Selection, Performance Management, Manager/Employee Relationship, Orientation, Career Development, and Issue Resolution.

As the Department celebrates its 36<sup>th</sup> anniversary, we can reflect on the changing nature of the "business of civil rights." What was once solved through marches, we now resolve with mediation and remedial action. What has remained unchanged, however, is the desire of our colleagues to fight unlawful discrimination. This year, the Michigan Department of Civil Rights assisted 18,547 customers. The Commission and Department continue to work diligently protecting the civil rights of Michigan residents. As we stand on the shoulders of civil rights leaders who have come before us, fighting discrimination as it occurs, we continue to work for a future that is bias free.

Respectfully submitted,

Francisco J. Villarruel, J.D.  
Commission Chair

Nanette Lee Reynolds, Ed.D.  
Department Director

Bishop George E. Brown • Albert Calille, J.D. • Evelyn L. Crane, Ed.D. • Dr. Yahya Mossa Basha • Dr. Tarun K. Sharma  
Valerie P. Simmons, J.D. • Gary Torgow, J.D. • Francisco J. Villarruel, J.D.

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## Civil Rights Commission Members



Chair Francisco J. Villarruel, J.D.  
Plymouth Township  
1994

Vice Chair Gary Torgow, J.D.  
Oak Park  
1998



Secretary Albert Calille, J.D.  
Plymouth  
1998

Treasurer Valerie P. Simmons, J.D.  
Grand Rapids  
1998



Dr. Yahya Mossa Basha  
West Bloomfield  
1999

Bishop George E. Brown  
Detroit  
2000



Evelyn L. Crane, Ed.D.  
Detroit  
1994

Dr. Tarun Sharma  
Grosse Pointe  
2001



**Michigan Department of  
Civil Rights Director**  
Nanette Lee Reynolds, Ed.D.  
1993



## Overview

**T**he Michigan Civil Rights Commission was formed in 1963, when guarantees against discrimination were added to the 1963 Michigan Constitution. The Michigan Department of Civil Rights (MDCR) was established by the Legislature in 1965 to provide staff needed to implement the policies of the Commission. The Department enforces the state's civil rights laws through five service options: information, referral, outreach and education, mediation, and complaint resolution. The Department has the authority

to accept complaints based on unlawful consideration of religion, race, color, national origin, sex, age, marital status, familial status or disability in the areas of employment, education, housing, public accommodations or public service (government). In addition, complaints are accepted based on unlawful consideration of height, weight, and arrest record in employment. Civil rights laws prohibit retaliation or discrimination against a person for filing a complaint, testifying, assisting or participating in an investigation, proceeding or hearing.



*Director Nan Reynolds, Michigan Civil Rights Commissioners Bishop George E. Brown and Evelyn L. Crane, Commission Chair Francisco J. Villarruel, Commission Treasurer Valerie P. Simmons, and Commission Secretary Albert Calille are pictured with Governor John Engler in honor of MDCR's 35th anniversary. Not pictured are Commission Vice Chair Gary Torgow and Commissioner Dr. Yahya Mossa Basha.*

## The Michigan Civil Rights Commission

**T**he Michigan Civil Rights Commission consists of eight bipartisan leaders from across the state who are appointed by the Governor. The Commission holds regular meetings, open to the public, in various locations throughout the state. In an effort to be responsive to members of the public who are interested in Commission activities but work during the day, the Commission held three evening meetings in fiscal year 2001, in different locations, namely Ferndale, Muskegon and Jackson. At all three meetings, the public was educated on Commission and Department policies and practices, the Commissioners were educated on various civil rights challenges in the respective communities, and the Department's civil rights representatives were available to meet with individuals who had particular civil rights concerns.

At the Commission meeting on April 24, 2001, the Commissioners adopted the following position statement regarding the recent tragedies involving security guards: "The Michigan Civil Rights Commission is deeply concerned about the tragic deaths in the Detroit area that have resulted from confrontations between private store security guards and customers. The Commission believes that these tragedies underscore the need to set minimum training standards for private security guards. The Commission supports the passage of legislation which would require mandatory minimum training standards for private security guards. The Commission also urges that immediate voluntary training be provided by employers of private security guards. Such training should address the legal responsibilities and limits of security guards and include diversity training and effective communication skills."



*Commission Chair Francisco Vallarruel and Vice Chair Gary Torgow.*



## Office of the Director

On February 27, Director Nanette Lee Reynolds assisted Rep. Paul N. DeWeese and Rep. Samuel (Buzz) Thomas in sponsoring a bipartisan Racial Reconciliation Dinner. The dinner was held for members of the House of Representatives, and presented them with an unprecedented opportunity to discuss their views and personal experiences with racism. Dr. Orian Worden, an organizational development expert who has international experience facilitating dialogue across group lines, served as the facilitator. The dialogue went so well, the legislators are planning future meetings. Dr. Reynolds mentioned at the end of the dinner that the issue of civil rights is a nonpartisan issue which requires bipartisan support, and that it is important to the Michigan Civil Rights Commission, Department and herself that the legislators continue their dialogue. Even more meaningful and respectful legislative discussion and debate is possible from sharing experiences and perceptions across racial lines. The dinner was attended by the following representatives: Glenn Anderson, Virg Bernero, Gene DeRossett, Paul DeWeese, Patricia Godchaux, John P. Hansen, Artina Tinsley Hardman, Gilda Z. Jacobs, Kwame M. Kilpatrick, Chris Kolb, Jerry O. Kooiman, Lemar Lemmons, Alexander C. Lipsey, Jack Minore, Michael C. Murphy, John G. Pappageorge, Michael Switalski, Samuel (Buzz) Thomas, Laura M. Toy and Gary Woronchak. Five House staff members also attended.

Also in February, Dr. Reynolds participated in a panel discussion on *New Images*, entitled "The Dialogue for Action: The State of Black Americans in Michigan." She was joined on the panel by Elder Ira Combs Jr., Executive Director of Christ Centered Homes in Jackson; Honorable Bill Gill who is on the Muskegon County Board of Commissioners; Yvette Miller, M.D., Medical Director of the Great Lakes Region of the American Red Cross; Dr. George

Rowan, a professor at Michigan State University; and Heaster Wheeler, Executive Director of the Detroit Branch NAACP. The show was aired across the state on Michigan Government Television (MGTV).

On April 5, Director Nanette Lee Reynolds was honored with one of two 2001 Role Model Awards from Alternatives for Girls (AFG) at the 12<sup>th</sup> Annual Role Model Dinner. The Director was lauded at the dinner held at the Detroit Yacht Club for her visionary leadership, professional accomplishments, commitment to the Detroit area and for affirming the principles of AFG's mission. Then on May 2 she was awarded the 2001 Distinguished Service Award by the American Society for Public Administration, Michigan Capital Area Chapter. The award, which was presented at a banquet at Michigan State University's Kellogg Center, honors public administrators and educators from state and local governments and academia.

Director Reynolds was surprised with an award by the Lansing Downtown Branch YMCA on June 7. She attended the 5<sup>th</sup> annual "Y" Achievers Salute to Excellence Awards Ceremony at the Country Club of Lansing to give the keynote address, and after her remarks was presented with the Honorary "Y" Achiever of the Year Award.

On June 25, the Michigan Civil Rights Commission and Department held an open house following the Commission meeting to showcase the new Commission Room and Executive Office space in Lansing. Nearly 700 invitations were mailed.

On August 2 and 3, the Director welcomed representatives from civil rights departments in Pennsylvania, New Jersey, North Dakota, Ohio and Minnesota to the Executive office. The 11 representatives learned about the Michigan Department of Civil Rights' reengineering and the Problem Resolution Process from the Director and various colleagues.



## September 11, 2001

**M**DCR colleagues worked aggressively to provide technical assistance and other forms of support communities around the state shortly after the tragedies in New York, Washington D.C. and Pennsylvania. A letter generated from this department went out to more than 5,000 Michigan educators, law enforcement chiefs, religious and community leaders around. Director Reynolds, Chief Deputy Director Beverly

Knight, Partnership Team Coordinators and several other colleagues met with representatives from numerous groups that suffered varying forms of repercussions as a result of the tragedies. They also had several meetings with local, state and federal law enforcement officials in an effort to address concerns such as the racial or ethnic profiling of people of Middle Eastern descent or people who looked Middle Eastern at airports and other public facilities.



*MDCR colleague Hector Shamley chats with a member of the Sikh community. The meeting was convened by MDCR to discuss issues of importance to the Sikhs.*

## Office of the Chief Deputy Director

**T**he City of Lansing has joined the National League of Cities to work on the issue of racism. Michigan cities including Detroit, Flint, Grand Rapids, Dearborn, Dearborn Heights, Kalamazoo, Monroe, Muskegon Heights, Norton Shores and Pontiac have also joined forces in this "Campaign to Promote Racial Justice." Cities that have joined the campaign are engaged in activities which involve: taking stock and critically examining the cities' racial justice health; implementing initiatives to reduce racism and assessing outcomes; communicating ideas using media support to inspire local groups; and envisioning the

future to ensure continuity through the development of long-term goals. The Lansing group was created and charged by a Lansing City Council resolution, and is convened and chaired by Sharon Peters and Mike Bryanton. The group includes 15 Lansing residents, as well as greater Lansing participants and subject matter experts. Chief Deputy Director Beverly Beasley Knight began meeting biweekly with this group in January 2001. The group recently released a report to the Lansing City Council with recommendations for a Lansing strategy to undo racism and promote racial justice.



*Chief Deputy Director Beverly Beasley Knight*

## Office of the Process Manager

**T**he Office of the Process Manager oversees the 11 Problem Resolution Process (PRP) teams throughout the state. Each team consists of five to eight civil rights representatives, a team coordinator, and an administrative support colleague. Six coach attorneys provide legal support to the teams. Five of the teams are located in the Detroit office. There are two teams in Grand Rapids, with one team member working in Marquette and another in Traverse City. There is one team each in Saginaw, Flint, Lansing, and Kalamazoo. One member of the Kalamazoo team works part-time in Benton Harbor and another works part-time in Battle Creek.

PRP teams offer customers the following service options: information, referral, outreach and education, and complaint resolution. The complaint resolution option includes early resolution, during which team members attempt to resolve the matter within 14 days. When early resolution is not successful, a formal complaint is taken if appropriate. When a complaint investigation results in a finding of probable cause, PRP team members will offer conciliation prior to referring the complaint for legal review and the possible issuance of a formal charge of discrimination. The targeted time to complete the investigation is 70 days from the date of filing the formal complaint.

In some instances, team members will proceed immediately to formal complaint without attempting early resolution. For example, MDCR proceeds immediately to formal complaint when presented with egregious acts or repeated allegations of

discrimination, where there is direct evidence of discrimination, or when precedent-setting concerns are received.

MDCR has established agreements with mediation centers across the state. PRP team members may use mediation as an option to resolve a formal complaint.

During the past fiscal year, the Department had 2,843 successful early resolutions. This has resulted in monetary awards of \$789,369. The amount of MDCR settlements, as a result of the formal complaint process, totals \$2,594,515. The PRP teams participated in 316 outreach and education events during the fiscal year.

In November 2000, the Office of the Process Manager began a quality assurance initiative for the PRP. The Quality Coordinator participated in training and bimonthly meetings of state quality coordinators, and directed the development of measurement tools for the problem resolution process, an analysis of the reconsideration process, workload report case reviews, and a customer service survey.



*Wanda Saxson, administrative assistant for the Process Manager's Office, greets guests at the Executive Office Open House.*



## Office Team Reports

**M**DCR's civil rights representatives are no longer called just investigators, because they have been engaged in professional development for expanded duties. Some civil rights issues can only be solved through the complaint process, and some require education instead. Our civil rights representatives participate in outreach and education activities in communities surrounding their home office. It is important to this agency that our colleagues are known and trusted in the community so citizens feel confident turning to us when civil rights issues arise. The following are examples of the varied activities in each office:

The Grand Rapids Office split into two teams in December 2000. Both teams have northern Michigan components, one being in Marquette and the other in Traverse City. Team members have attended numerous community-based meetings and are involved in racial justice activities, dispute resolution center activities, human and community relations concerns and partnering activities with local government. Both teams have been involved in dozens of presentations to employers, educational institutions, law enforcement agencies, public accommodation and service agencies and fair housing groups.

Grand Rapids team members successfully completed more than 300 early resolutions during the fiscal year. Many other cases were referred to other agencies for assistance.

The Traverse City Office continues to be very busy responding to many individual jurisdictional concerns. The representative in that office is involved in a joint effort with the Manistee area Migrant Resource Council and area law enforcement agencies to develop a greater understanding and communication between the migrant

population and the police. The initiative is known as Project Respecto. MDCR's Traverse City colleague has worked with community representatives and the city to accelerate the installation of curb cuts. He has also conducted diversity training to area law enforcement agencies under the auspices of the Criminal Justice Department at Northwestern Michigan College.

The representative in the Marquette Office worked with MDCR's Director Reynolds to organize and facilitate a luncheon attended by various Department colleagues and community leaders in Marquette, and then attended a meeting of the American Indian Coordinating Council with the same group. He and several other colleagues met this year with a group of American Indian students and their parents, as well as concerned citizens, regarding problems they were having at Brimley High School because of their ethnicity. He later met with the school principal and the basketball coach to discuss these issues, and offered assistance to the school as needed. This year he attended local city, county and school board meetings, discussed accessibility issues with a local hotel, discussed service issues of persons with disabilities with a local restaurant, and maintained a good partnership with the local independent living center. He also gave a general civil rights presentation to a professional office managers' group.

Members of the Flint Team attended the Thumb Area Migrant Resource Council in spring 2001 and participated on the City of Flint Hate Crimes Task Force. One civil rights representative attends monthly meetings to increase her awareness of needs in the Hispanic community in general, and the migrant population specifically. She highlights these concerns for the team and

is compiling a resource and referral packet regarding Hispanic issues in the Thumb Area. In August, a team member participated with other volunteers in an initiative sponsored by the Michigan State Police and the Migrant Council to raise the awareness among workers about the correct use of car seats for infants and children.

The Kalamazoo team services all of southwest lower Michigan and staffs three offices located in Battle Creek, Benton Harbor and Kalamazoo. The Kalamazoo team completed 439 early resolution attempts, of which 293 were successful and resulted in \$125,054.30 in cash and annualized settlements for customers. Formal complaint settlements totaled \$192,320 in cash and annualized settlements.

Team members have been very active meeting with various organizations, community leaders, law enforcement agencies and city officials as well as participating in outreach and education activities. The Battle Creek office was opened in February 2001, and a working relationship has been established with the Battle Creek chapter of the NAACP.

The Benton Harbor representative attended many events, including the last Twin Cities Race Unity Picnic, Twin Cities Together Community Forum, Council for a World Class Community and a Berrien County Commissioners meeting. The representative also regularly attended monthly meetings of the Race Relations Council and the local NAACP branch and participated as a guest commentator on the WSJM radio-broadcast program, "Difference of Opinion" in St. Joseph, Michigan, regarding civil rights laws, the Department's complaint process and services available to the community.

The Kalamazoo team members have established working relationships with many organizations in Kalamazoo,

including the NAACP, The Northside Ministerial Alliance, Greater Kalamazoo Area Fair Housing Partnership and the Center for Independent Living, as well as the City of Kalamazoo. The team participated in the Annual Community Breakfast sponsored by The Northside Ministerial Alliance and attended the NAACP Freedom Fund banquet at Western Michigan University.

The Lansing Team reached out to its entire service area with the Department's full range of service options. In the area of public accommodations, the team successfully negotiated an agreement that ensured accessibility for persons with disabilities at 22 locations of a local retail chain. In the area of housing, team members successfully resolved the complaints of two persons with disabilities. In a Lansing case, an eviction was prevented by the provision of a simple accommodation and reestablishing communication between the disabled claimant and the landlord. Part of the resolution of a Jackson case involved the design and presentation of a new outreach and education program on accommodating persons with disabilities in housing. The team also referred two claims of race discrimination in housing to conciliation. In the area of employment the team successfully conciliated the claims of both Hispanic and Black claimants, one in the Lansing area and another in Adrian. Resolution of a sexual harassment claim included a change in the claimant's work environment, adoption of a new sexual harassment policy and training for each of the respondent's employees.

The team members and their coach attorney also participated in outreach and education for the entire workforce of the city of Hillsdale, 50 employers in the Jackson area, and a major Lansing area training agency serving persons with disabilities.

In March 2001, the Saginaw team moved from the Flint office to the newly reopened, full-time Saginaw office. Throughout the year team members made several presentations concerning fair housing, sexual harassment, general civil rights, and diversity. The team also substantially increased the number of cases it closed, as well as the number of complaints it processed. There were also numerous early resolutions.

The Detroit Office consists of five teams. During the 2001 fiscal year, one team alone processed 455 early resolutions with a monetary adjustment total of \$226,052 and closed 244 complaints. A second team closed 22 HUD complaints and resolved complaints and Statements of Concern which resulted in \$391,656 for our customers. And a third team took 227 complaints, resolved 140, and collected \$192,345 for our customers.

Team members participated in numerous outreach and education activities throughout the year. Several team members presented a workshop at the annual

National Association of Human Rights Workers' (NAHRW) conference titled

"Effectively Dealing with Sexual Harassment Among Teens." Team members participated in Detroit Urban League events, fair housing meetings, and a Michigan Municipal League Convention in Battle Creek.

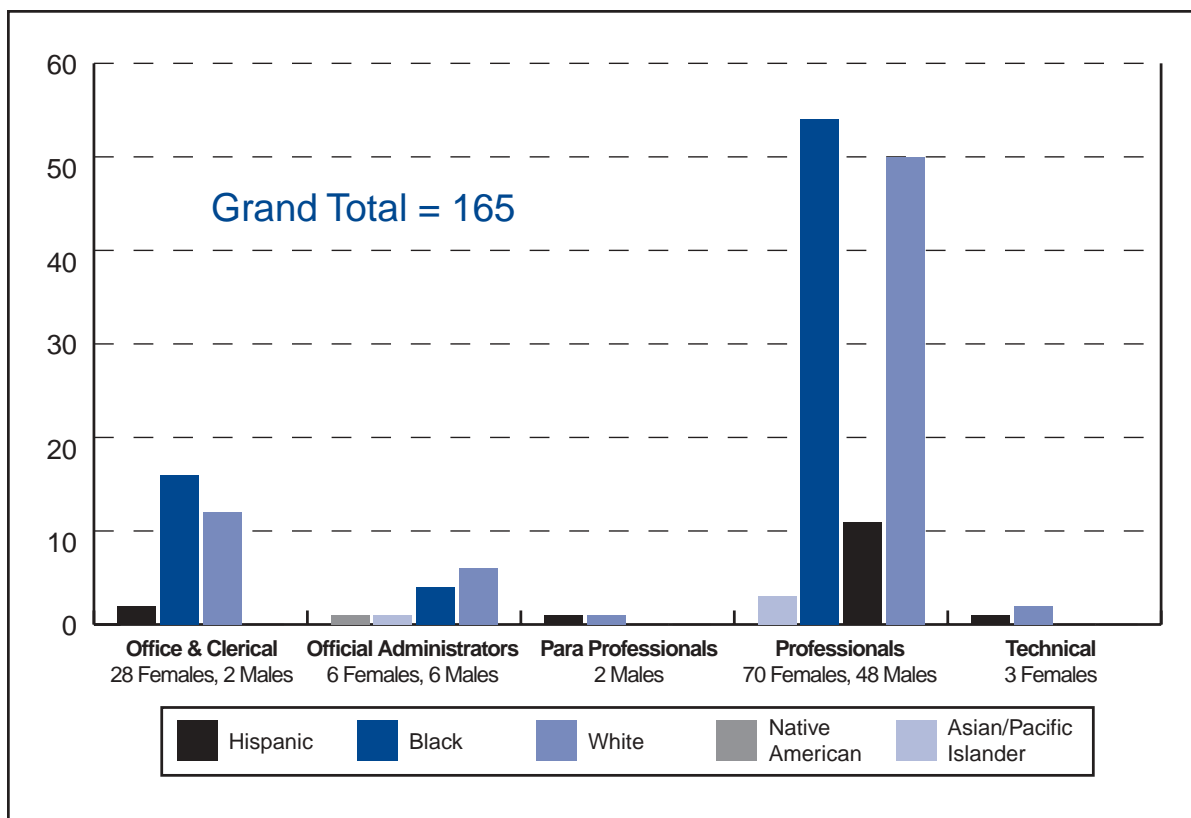
Diversity training was provided for the Ypsilanti Fire Department, New Venture Gear, Warren Woods High School, and Monroe Fire Department, among others. Several team members met with Rochester Hills Public Schools for a discussion of diversity and with Guest Middle School in Detroit. Some team members facilitated the Metro Detroit Teen Conference held annually at Wayne State University, and a Dr. Martin Luther King training session was held at elementary schools throughout the Detroit Metropolitan area including Burt Elementary, Dowell Elementary, Clinton Elementary and Michigan Automotive Academy Schools. Sexual harassment training was provided to New Venture Gear and Preferred Contract Personnel.



*Process Manager Mary Hogan.*



## Office of Human Resources



### CURRENT APPROPRIATION

	<u>GF-GP Funding</u>	<u>Federal Funding</u>	<u>Total Funding</u>
Original Appropriation	14,338,500	934,000	15,272,500
Adjustments:			
*Adjustment to Federal Funding	(110,450)	(110,450)	
Executive Order Reduction	(71,600)		(71,600)
<b>Adjusted Balances</b>	<b>14,266,900</b>	<b>823,550</b>	<b>15,090,450</b>

\*To reflect that actual Federal Contracts were \$110,450 less than appropriated amount.

### APPROPRIATION HISTORY

<u>FY</u>	<u>GF-GP Funding</u>	<u>Federal Funding</u>	<u>Total Funding</u>
1997	12,120,200	1,465,700	13,585,900
1998	13,003,700	1,482,376	14,486,076
1999	12,074,100	1,269,170	13,342,270
2000	14,739,300	481,320	15,220,620
2001	14,266,900	823,550	15,090,450

## Civil Rights Legislative Task Force

**I**n December 1999, the Michigan Legislature amended both of Michigan's Civil Rights Acts, namely Public Acts 201 and 202. These amendments changed the definition of "public service" to specifically exclude inmates in state and county jails. As a result of these amendments, inmates in state and county jails are no longer protected by Michigan's civil rights statutes.

The Michigan Civil Rights Commission acted immediately to form the Civil Rights Legislative Task Force, chaired by Commission Vice Chair Gary Torgow, to look at these amendments. This task force is a bipartisan group of Michigan's leading citizens from across the state, and it includes representatives from legal services and disability advocacy organizations, an interfaith deacon's conference, the Governor's office and the Department of Corrections. Over the course of a year the task force met six times, listening

to presentations by the Governor's Legal Counsel, the Assistant Attorney General in charge of Corrections, prisoner advocates, the former Deputy Director of the Department of Civil Rights, and other experts. Members of the task force also reviewed voluminous written materials related to the amendments, such as their legislative history, relevant court opinions, and litigation statistics. At its meeting in April 2001, the task force unanimously agreed that these amendments needed to be reexamined more thoroughly via the legislative process so that all interested citizens would have an opportunity to participate in the discussion regarding the consequences of this legislation. The Civil Rights Commission accepted the task force recommendation, and it continues to work with members of the executive and legislative branches of government on this very important issue.

### Civil Rights Legislative Task Force Members

Chair, Civil Rights Legislative Task Force,  
Vice Chair, Michigan Civil Rights  
Commission  
(Oak Park) ..... Gary Torgow

President, Detroit Urban League  
(Detroit) ..... N. Charles Anderson

Secretary, Michigan Civil  
Rights Commission  
(Plymouth) ..... Albert Calille

Attorney, Michigan Protection  
and Advocacy Service, Inc.  
(Lansing) ..... Mark A. Cody

Attorney, former Deputy Director  
(retired) of Michigan Department of  
Civil Rights (Livonia) ..... Janet Cooper

Commissioner, Michigan  
Civil Rights Commission  
(Detroit) ..... Evelyn L. Crane

Director, Kalamazoo  
Deacon's Conference  
(Kalamazoo) ..... Art Hoekstra

Executive Director, Michigan  
Indian Legal Services  
(Traverse City) ..... James Keedy

Director, Michigan Department  
of Corrections  
(Lansing) ..... Bill Martin

Judge, 36<sup>th</sup> District Court  
(Detroit) ..... Maria L. Oxholm

Attorney, Pinsky, Smith,  
Fayette & Hulswit  
(Grand Rapids) ..... Rhett Pinsky

Founder, Domestic Violence  
Connection  
(Saginaw) ..... Doris Suciu, M.D.

Legal Counsel, Office of the Governor  
(Lansing) ..... Lucille Taylor

Managing Attorney, Farmworker  
Legal Services  
(Berrien Springs) ..... Tom Thornburg

Community Affairs Director for Senator  
Carl Levin (Saginaw) .... Mary Washington



*Michigan Civil Rights Commissioner Evelyn L. Crane, Vice Chair Gary Torgow, Department of Civil Rights Director Nanette Lee Reynolds and Commission Secretary Albert Calille.*



*Commissioner Bishop George Brown with Gloria Gonzales of the Office of Human Resources*



## Partnership Team

**T**he Michigan Department of Civil Rights Partnership Team promotes community partnerships and builds coalitions with federal, state and local law enforcement; human and civil rights agencies and organizations; community-based organizations and groups; faith-based communities; youth groups; and colleges and universities to address opportunities and challenges around common concerns. The Partnership Team works to address civil rights concerns related to intergroup relations; deliver outreach and education requests; respond to incidents of tension and violence; implement the expanded community liaison initiative and provide departmental resources to the Michigan Civil Rights Commission in its response to community concerns.

The Partnership Team was formally established in 1999. Building partnerships maximizes the Department's outreach and education efforts by strengthening the problem resolution process within communities and organizations not traditionally serviced by the Department. The Partnership Team works with communities to create a diverse, healthy society free from discrimination. This is accomplished through the development of formal relationships, education and outreach, and collaborative initiatives that relate to American Indian Affairs, Arab American Affairs, other cultural liaisons, Expanded Community Liaisons, the Michigan Alliance Against Hate Crimes, and the Crisis Response Team.

### Partnership Initiatives

#### Expanded Community Liaisons

To expand on the experience gained during MDCR's 1999 tour of 23 cities, the Department established formal

relationships with governmental units in 15 of the original communities visited. In 2000, the Director appointed 15 colleagues to serve as community liaisons. These liaisons establish a formal network of community, business and civil rights organizations. They work together to advocate equal opportunity and redressing different forms of discrimination. Liaisons offer community-building techniques and identify networking opportunities for sharing resources that encourage partnerships around common issues. The 15 liaison communities are: Adrian - (Laurie Tunney), Alpena - (Aaron Henderson), Ann Arbor - (Renee Trench), Bay City - (Fabian Felan), Chippewa County - (John Rodman/Donna Budnick), Holland - (Diane Kostishak), Jackson - (Jason Amen Hetep), Mackinac County - (John Rodman/Tom Appel), Midland - (Donna Harahuc), Monroe - (G-Team), Mount Clemens - (Henry Gordon), Mount Pleasant - (Donna Budnick), Muskegon - (Bobbie Curtis), Port Huron - (Danette Duron-Wellner) and Ypsilanti - (Terry Stewart).

In 2000, all MDCR community liaisons met with city and/or county administrators in each community to establish relationships, share information, identify networking opportunities and discuss civil rights challenges of common concern.

This liaison initiative is intended to extend the reach of the Commission and the Department into geographic areas where they do not maintain a physical presence. Gaining knowledge of the community, making personal contacts and identifying responsible resources are essential in establishing relationships that impact Partnership Team initiatives. A community liaison is often called upon to assist the

MDCR Crisis Response Team in obtaining critical and timely intervention to resolve an incident of community tension.

### **Multi-Cultural Liaisons**

This initiative is designed to enhance communication and service delivery between the Department and the state's various ethnic groups. To accomplish this, the Department draws on the experience and expertise of individual colleagues. To this end, the Director has appointed multi-cultural liaisons for the following groups: African American (Hector Shamley), American Indian (Donna Budnick), Arab American (Leila Saba Hanna), Asian American (Pravina Ramanathan), Latino/Hispanic American (Jorge Rivas), disability (Elaine Newell) and youth/college/university - (Rachel Parish/Virgil Petty). The multi-cultural liaisons are preparing a job aid that will enhance the cultural competency of MDCR colleagues as well as developing a diversity plan that can be used as a model by the Department.

### **Arab-American Liaison**

This position has an ongoing responsibility to communicate, convene meetings, attend events, share information and provide a consistent resource for the delivery of MDCR services to the Arab-American community and people of Middle Eastern descent. This position was established by the Director in July 1996 and was formally incorporated into the activities of the Partnership Team in 2001. The Arab-American liaison has participated with the MDCR Crisis Response Team; worked closely with the Council of American Islamic Relations; met with representatives from the Civil Rights Office of the Detroit Board of Education regarding Chadsey High School; and offered technical assistance to representatives from Sky Chef regarding incidents at Metro Airport. This office serves as a vital link to the Michigan's vast Middle

Eastern community as well as to Muslim groups. The importance of this role was demonstrated shortly after the tragedy of September 11. The liaison served both as an ambassador to this community as well as an invaluable resource who brought to Department colleagues and Commission members a keen awareness of civil rights issues of importance to Middle Easterners.

### **Michigan Alliance Against Hate Crimes**

Beginning in 1994, the Michigan Civil Rights Commission (MCRC) and Civil Rights Department participated with a broad base of community groups, legislative groups, and state and local government agencies to develop a comprehensive prevention, reporting and response system for bias crimes. The result of that effort was the *MCRC Bias Crimes Response Task Force Report*, dated July 1997. That response system is currently being implemented by The Michigan Alliance Against Hate Crimes (MIAAHC), a partnership between the Michigan Civil Rights Commission, the Michigan Civil Rights Department and the United States Attorneys from the Eastern and Western Districts of Michigan. A hate crime coordinator represents each of the three partnership agencies. This effort brings together a coalition of federal, state, and local law enforcement, civil rights organizations, community and faith-based organizations, educators, and anti-violence advocates to establish a coordinated statewide response against hate crimes and bias incidents. The Alliance, represented by its member organizations, operates through five specific working groups: *Community Response*, *Education/Public Awareness*, *Enforcement/Training*, *Data Collection*, and *Victim Support*. These working groups provide information and resources that assist local hate crime coordinating units engage specific community partners in education and prevention initiatives.

A statewide conference on hate crimes was convened on May 16, 2001, in Lansing. Nearly 100 victim support advocates attended. Information was provided on methods and motivation for developing local victim support systems and learning about the psychological impact of hate crimes on the victim. Workshop titles included: *Victim Support-Psychological Issues; Protocols and Procedures-The Community Response; Basic Crisis Intervention Principles and Techniques; and Protocols and Procedures - Media Relations.*

Speakers included Dr. Isaiah McKinnon, a motivational speaker, consultant and former City of Detroit police chief who reflected on his story of being a victim of a hate crime and the impact that the experience may have had on fostering a positive working relationship with the community in his career choices of education and law enforcement. Another speaker was Bonnie Bucqueroux, Executive Director of the Michigan Victim Alliance, who has spent 30 years writing about crime and violence and is now dedicated to educating future journalists at Michigan State University about victims.

The core mission of the Alliance is to assist communities. *The MIAAHC Community Response Model* is currently operational in Flint, Grand Rapids, and Traverse City. During 2000-2001, this community

response model was presented to more than 300 individuals in Holland, Jackson and Saginaw representing organizations in those communities.

A statewide steering committee consisting of representatives from the member organizations meets on the fourth Wednesday in January, April, July and October. The work of the Alliance is managed through its steering committee and the collaborative activities of each working group.

MIAAHC has adopted the Bias Crimes Response Task Force Model and works with municipalities to develop and identify a community network that will respond to incidents and violence motivated by hate.

### Crisis Intervention

A crisis intervention team has been formed for emergency responses to situations throughout the state where tension or violence may arise due to actual, alleged or perceived unlawful discrimination. This team is working to develop a formal process or protocol for responding to a community crisis that has civil rights implications. The following are examples of the assistance, either through ongoing monitoring, technical assistance and/or intervention, provided by the Crisis Response Team:

- Hate Incidents: Cross Burnings (Allegan City)  
Arson (Flint Township; Clinton County)  
Extremist Activity (Ravenna, South Lyons, Traverse City)  
Racially Motivated Assault
- Racial Profiling: Dearborn/Fairlane, Royal Oak/Kroger's, Detroit/Rite Aid
- Community Issues: Hamtramck, Oak Park, Hazel Park, Traverse City, Lansing
- School Issues: Bloomfield Hills, Dearborn, Plymouth/Salem, Augusta Township, Canton Township
- September 11 Backlash Dearborn, Dearborn Heights, Flint, Farmington Hills and Detroit.



### **Michigan Municipal Human Relations Partners**

In early 1994, MDCR began to develop a stronger relationship with municipal human relations commissions. These agencies were established in communities to address racial and community tension, intergroup relations, fair housing, public accommodations, excessive force by law enforcement and other civil rights-related issues. Twenty local human relations agencies participate in quarterly meetings that offer opportunities for training, networking, and information sharing. In March 2001, the quarterly meeting focused on racial profiling with presentations to 40 people by MDCR, Michigan State Police and the American Civil Liberties Union (ACLU).

### **National Association for the Advancement of Colored People**

The Department has historically participated at the annual meeting of the Michigan State Conference of the NAACP, held in September and provides an update on the status of civil rights in Michigan. In September 2001, the Department conducted a workshop for more than 100 individuals representing 30 local NAACP branches, outlining its service options as well as responding to questions. Additionally, a training workshop was conducted on the complaint process with more than 125 people in attendance.

The Department has enjoyed a good working relationship with the Detroit branch, and the MDCR Director co-convenes monthly meetings with its executive director and deputy director for the purpose of staying current on issues and concerns. A civil rights representative works in the NAACP office two days per week.

The Partnership Team Outreach and Education Coordinator works on behalf of the Department with all local NAACP

branches, and has made personal contact with all presidents. Additionally, he has coordinated efforts that provide an opportunity for the MDCR Director to speak and participate at community forums sponsored by the NAACP State Conference, Detroit Branch and Michigan's Legislative Black Caucus. To date, public forums have been held in Detroit, Lansing and Benton Harbor. The Department also participated in the planning of, as well as conducted a workshop at, the very successful Predatory Lending Conference held in Detroit in June 2001. Director Reynolds and several other MDCR colleagues attended this event.

### **Fair Housing Network**

MDCR and Fair Housing Centers are now working to establish a closer partnership. In 1999, MDCR worked with local fair housing groups to establish a common theme for fair housing month activities. The Partnership Team met with several fair housing stake holders in December 2000 to discuss funding for fair housing centers, changes in HUD administration, and support services to fair housing issues. In February 2001, MDCR met with 15 fair housing representatives to identify a Fair Housing Month theme to be used in communities across the state and to follow-up on issues discussed at a previous meeting. It was the consensus of agencies present that there was both a need and desire to establish a formal statewide coalition of fair housing centers and advocacy agencies.

### **Migrant Resource Community**

The Partnership Coordinator represents MDCR on the Interagency Migrant Resource Committee (IMRC), which convenes its meetings in various communities monthly. This coalition works to ensure that the civil rights of migrant and seasonal farm workers are protected, as well as to advocate on the behalf of the workers in all aspects of life.

Fair housing issues are always at the top of the list at most meetings of the IMRC.

### **Civil Rights Health: a Community-Based Model**

In July 1998, the MDCR was approached by the Community United for Peace (CUP), an operating entity of Muskegon County Cooperating Churches, to conduct a major research and assessment project in Muskegon County on racial/ethnic relations and equity issues. This assessment was intended to help determine civil rights-related challenges, and identify parameters in such areas as employment, education, housing, health, economics and other factors in order to set benchmarks from which future progress could be measured.

It was recognized from the onset that additional resources would be required to conduct the comprehensive assessment as outlined by the Muskegon community organization. The 23 city tour confirmed that communities were experiencing common challenges related to economic development, workforce diversity, fair housing, public safety and hate crimes. It became more apparent that the development of a meaningful, nonjudgmental, progressive assessment process, in light of the future projection for demographic shifts, was a step in the right direction. Subsequently, MDCR was successful in developing a partnership with Western Michigan University (WMU) for the purpose of securing support and resources to develop an assessment model that could be used as a model to define the civil rights health of any community.

This assessment tool is intended to formulate a process for a community to measure its civil rights equity. Specifically, it would allow individual communities, regardless of size, location, or demographic composition, to systematically discern the nature and extent of its challenges and

opportunities. The assessment tool provides the framework by which communities can engage in discussions/evaluation and subsequently move to implement change.

MDCR's Partnership Team works in collaboration with Western Michigan University's Project Coordinator Mark Orbe, Ph.D., in arranging the steering and on-site committee meetings in Muskegon, Midland and Pontiac, as well as the project-related public forums and focus groups. The Steering Committee is a group of 13 members representing all communities and partners. The community-based on-site committees represent the various entities within each of the communities participating in the pilot project. For example, focus groups sessions included such topics as: education, employment, public health, law enforcement, hate crimes, housing, and disability concerns.

An article published in the Spring 2001 edition of *The Journal of Intergroup Relations*, entitled "Setting the Local Civil Rights Cultural Agenda: An Analysis of Three Michigan Newspapers," was written by the research team of Chad M. Kimmel, Kiesha T. Warren, Eleanor Dombrowski, Nancy Greer-Williams, and Mark P. Orbe. This media analysis is an outcome of the Civil Rights Health Project.

### **American Indian Affairs**

For several months, beginning in the winter of 2001, representatives of the American Indian community prepared an *Off-reservation Agenda*. This important effort was launched to heighten awareness of issues important to the Indian people and to bring guidance to the work of the Michigan Department of Civil Rights in continuing services previously provided by the Michigan Indian Affairs Commission and its staff. MDCR Director Nanette Lee Reynolds met with representatives from one of the two groups which drafted the agenda,

to discuss content and strategy. At that session in August 2001, the Department offered to facilitate meetings with officials of the Department of Community Health, Department of Education, Family Independence Agency, and Office on Services to the Aging as a first step in discussing this agenda.

Of all the issues facing Michigan Indians, access to state services was identified as the most critical. The primary issue raised was a desire in the Indian community for more American Indian workers to be hired in state departments to strengthen the connection between agencies and the Indian community. The secondary focus was encouraging cultural competency within Michigan state government by non-Indians who may have professional responsibility for providing services to this population.

Over the last year, the Department has been in consultation and collaboration among a number of American Indians residing in urban areas across the state of Michigan, including leaders and administrators of Indian organizations and agencies. As a result of these meetings, the American Indian Intra-Government Network has been established. The Network is composed of key representatives from state departments, Indian organizations and tribes. The main focus of the Network currently is to build a model infrastructure for an urban-Indian center by enhancing resources and program services. For the first time, the Network is enabling state departments and tribes to work together on the behalf of "off-reservation" Indians.

The Department continues to make available the following publications: *The Indian Directory*; *Michigan Indian Quarterly Newsletter*; and *Tracing Your American Indian Ancestry*.

The Department also continues to assist in the distribution of Community Service Block Grant funding in the amount of \$198,740. This funding is available for Indian state-eligible organizations and tribes to reduce poverty at the 125 percent level within American Indian communities. The Block Grant Program is jointly administered by the Michigan Family Independence Agency (FIA).



*Partnership Team Coordinator Cathy Milette with Coach Attorney Larry Betz.*



## OCBS Activities

### Office of Contractual and Business Services

The Office of Contractual and Business Services (OCBS) provides a broad variety of services to prevent and eliminate discrimination in the business culture. Working with employers, entrepreneurs and those seeking to do business with the State of Michigan, OCBS focuses on four areas: litigation prevention through education and outreach, regulatory reduction, business liaison and fair enforcement.

In accordance with the OCBS mandate, contractual services have been the primary focus of this unit. Companies wishing to provide goods and services to the State of Michigan are required to have a reasonable representation of minority group persons and women at all levels of their workforce. The equal employment practices of all contractors, vendors, subcontractors and suppliers doing business with the State of Michigan and/or its political subdivisions are subject to review by the Michigan Department of Civil Rights. Where the contract exceeds \$100,000, these companies are required to have a *Certificate of Awardability* issued by the Michigan Department of Civil Rights. OCBS reviews the employee profile of these companies to determine if the reasonable representation standard has been met and if the companies are eligible for the awarding of these state contracts.

During the 2001 fiscal year, OCBS colleagues completed 1,173 contract compliance reviews, slightly down from the previous year. They also performed 12 on-site reviews, which was triple the number of on-site reviews the previous year. Of the total reviews, 1,092 companies received a *Certificate of Awardability* and 81 companies were determined non-awardable either

because their workforce did not meet the reasonable representation standard or because the contractor did not return the certification review form.

### Litigation Prevention Through Education and Outreach

In an effort to prevent litigation due to civil rights violations, OCBS works with the business community, private and public groups, and organizations to facilitate diversity in job training and work force development programs. OCBS assists in designing EEO strategies for business and industry; proposes industry trade agreement to assure satisfaction of equal opportunity law requirements while meeting skilled work force demand; and provides an awareness and exposure of programs for students regarding employment in the construction industry.

Following are some of the initiatives with which OCBS has been involved in during this fiscal year:

- OCBS colleagues, in cooperation with a number of other state agencies, chambers of commerce, and federal and local governmental entities participated in a series of business forums throughout the state to inform business and industry about state procurement opportunities within the state and how to avail themselves to these opportunities.
- OCBS colleagues have continued to engage in discussions with contractor associations, skilled trade unions, the UAW and AFL-CIO to explore initiatives that would increase the available pool of qualified minorities and women in skilled trades.



## Office Moves

There were only two office moves during the 2001 Fiscal Year. The first was the move of the Executive Office to the Capital Towers Building in Lansing. The second was the move of the Saginaw Office to the Hart Building. The only move anticipated for the 2002 Fiscal Year is that of the Detroit Office to Cadillac Place.



*The colleagues who make the moving go smoothly:  
Jose Salazar, Victor Zhou and Charles Schoder.*



*Director Reynolds organizes her new office space  
after the Executive Office Move!*



*Florine Davis, administrative support for the Office of Public  
Information, unpacks files at the new Executive Office.*

## Hearings

The Hearings team is responsible for receiving all complaints in which the parties have not agreed on a resolution and it is determined that unlawful discrimination can be shown by a preponderance of legally admissible evidence. The Department then issues a formal charge against the respondent and schedules a public hearing. In fiscal year 2001, the Department issued two charges.

A case is closed by consent order when settlement is reached after the issuance of a charge, but prior to a final order by the Michigan Civil Rights Commission. During fiscal year 2001, there were two consent orders resulting from settlements, totaling \$16,768.75 in monetary awards.

Following are examples of consent orders:

- The claimant, a woman, alleged that she was denied the opportunity to transfer from a part-time position to a full-time position because of her gender. Subsequent to the issuance of a charge but prior to a Commission order, the claimant accepted a settlement of \$16,668.75. The claimant had later obtained a full-time position and the respondent agreed to cease and desist from making employment decisions on the basis of sex.
- The claimant, a man, alleged that he was denied the opportunity to compete in a Toughman Contest, sponsored by the respondent, because of his age. Subsequent to the issuance of a charge, but prior to a hearing, the claimant accepted a settlement of \$100.00 and a Toughman jacket. The respondent also agreed to follow a non-discriminatory public accommodation policy.

The Michigan Civil Rights Commission issues a final order after reviewing the report of the hearing referee, hearing transcript, briefs and hearing oral arguments of the parties. A final order of the Commission may be appealed to the circuit court within 30 days of service of the order, and is enforceable by the court. There were 13 final orders in fiscal year 2000-2001.

The following are some examples of final orders issued by the commission:

- In Michigan Department of Civil Rights, ex rel JoAnn Beard v Highland Beach Inn, Inc., 12357-EMO6, the Commission found that claimant had experienced a hostile work environment and sexual harassment under the Elliott Larsen Civil Rights Act. The claimant became depressed and ultimately resigned from her job as a cook at the respondent's inn because of her male supervisor's conduct. Among the evidence cited by the Commission was the fact that on at least eight of 10 occasions the supervisor directed sexually explicit comments toward the claimant in front of male patrons. The Commission concluded that the claimant had suffered a constructive discharge because her supervisor created a working environment that was so intimidating, hostile, and offensive that a reasonable person would have felt compelled to resign. Because other employment was not immediately available, claimant was unable to pay her bills and ultimately lost her home. The Commission awarded claimant \$20,564 for wage loss, \$20,000 in attorney fees, \$375 in costs, and \$100,000 in emotional distress damages.

- In Michigan Department of Civil Rights ex rel Jennifer Baumler v General Management Services, Inc., aka General Management Temporary Help Services, Inc. and James R. Roberts, President, Jointly and Severally, 123119-EM05, the Commission found that the claimant was subjected to verbal and physical acts of sexual harassment and threats by the respondent's owner and president. The Commission further found that the treatment to which the claimant had been subjected caused her working conditions to become so difficult and unpleasant that she was forced to resign her employment and thereby constructively discharged. The claimant experienced depression, mental anguish and humiliation as a result of the treatment to which she had been subjected. The Commission awarded the claimant \$52,000 in lost wages, \$30,000 for mental anguish and \$5,000 for lost fringe benefits.
- In Michigan Department of Civil Rights ex rel Robert Bell v. Ranir DCP Corporation, 151858-EM07, the claimant, a man, was employed as a material handler by the respondent. The claimant was discharged by the respondent following a three-day

suspension for insubordination. The suspension stemmed from a heated argument with his team leader over a recorded unexcused absence. The claimant alleged that he had called in the absence and that he was being victimized for refusing to give in to the sexual demands of his immediate supervisor. Several times in the past, the claimant's immediate supervisor had asked him for sexual favors. The last time he refused she told him he could "kiss his job goodbye." Although his evaluations had been good and he had never been disciplined, his work performance subsequently came under intense scrutiny by his team leader. The evidence showed that the claimant's immediate supervisor did indeed subject the claimant to unwelcome verbal and physical conduct and communication of a sexual nature. The evidence also showed that such conduct interfered with the claimant's employment and created a sex-based hostile work environment. The Commission awarded the claimant \$50,000 in damages for emotional distress and mental anguish. There was an additional award for \$13,170 for attorney fees.



*Commissioners and Director Reynolds at a 2001 Commission meeting.*

## Research/Library

The Research/Library unit supports the research and information needs of Department colleagues through data collection and analysis. It also maintains a specialized civil rights library.

The Research/Library unit collects, maintains and interprets data on civil rights issues and the groups protected by the Department's jurisdiction. Research colleagues assist and work with all units within the Department. They provide much of the research support used in most of the Department's cases that proceed to hearing or court. Research colleagues may also be assigned to special departmental projects requiring the collection and analysis of data. Another important function of the

Research/Library unit is to anticipate emerging issues. Colleagues develop background files on new and emerging issues from the wide variety of information sources to which the unit has access. Policy research and development for the Commission is another area in which research colleagues participate.

The library collection includes basic U.S. and Michigan legal materials, Census 2000 data, and collections on the history and problems of minorities, women and people with disabilities. The library also maintains vertical files on current civil rights issues and legislation. Additional resources are accessed electronically through commercial databases and the Internet.



*Office of Workplace Learning team members Warren Bonam, Kathi Dominguez and Rosemary West-Bowlson.*



## Coach Attorney Team

**T**his fiscal year, the Coach Attorney Team (CAT) celebrated its third anniversary amid a time of growth, change, and individual and team accomplishments.

The Coach Attorney Team members serve as legal advisors to the Problem Resolution Process teams. A coach attorney is present at most team meetings and is actively involved in educating the teams on current legal issues and legal strategy as the case progresses through the PRP process from intake to early resolution, investigation to complaint, conciliation to settlement, or hearing and beyond. CAT also reaches out to businesses, organizations and individuals providing education and training on a variety of civil rights-related subjects.

*Cat Tracks* is the resource newsletter for MDCR colleagues. Each coach attorney has primary responsibility for one issue per year. Recent issues of *Cat Tracks* addressed predatory lending, disability issues, tape-recorded evidence, constructive discharge, and adverse employment actions.

Another CAT success was the first brown bag luncheon series, "Eyes on the Prize." Beginning in February during Black History Month and continuing for eight weeks, colleagues spent their lunch hour viewing one-hour segments

of this prize-winning documentary, followed by 15 minutes of dialogue and sharing of personal experiences and observations.

Other CAT highlights included: a settlement of a complex sexual harassment case involving several perpetrators; contribution to a settlement valued at more than \$200,000; a settlement in a race discrimination case which included \$5,000 for claimant, a \$2,500 donation to Focus:Hope, and a \$5,000 scholarship at Eastern Michigan University; a case conciliated for \$10,000; coordination of MDCR's participation with the National Conference on Community and Justice (NCCJ) Walk As One fund raiser, which brought in more than \$500 from MDCR colleagues; and an invitation for the second year in a row to train new staff at the Washington, D.C. Office of Human Rights.

The team coordinator for CAT also serves on the Detroit NAACP Legal Redress Committee, oversees the MDCR-NAACP Partnership, and is a member of the "Don't Borrow Trouble" Predatory Lending Task Force, ALPACT (Advocates and Leaders for Police and Community Trust), and the Secretary of State Seat Belt Technical Review Committee which is evaluating the impact the primary seat belt law has on police harassment.



*Coach Attorney Elaine Newell and Assistant Attorney General Ron Robinson in discussion at a Commission meeting.*

## Contact Management System

**T**he Contact Management System encompasses the Michigan Department of Civil Rights' Strategic Plan, as well as the Problem Resolution Process (PRP) and the work of the Office of Contractual and Business Services (OCBS). By incorporating a customer focus, creative thinking and emerging technologies, it is able to assist MDCR in providing more efficient and customer-focused services. In the past year the Michigan Department of Civil Rights' focus for the Contact Management Systems (CMS) was to complete the Phase I transition, as well as begin the Phase II enhancement effort.

The Transition Phase of the project consisted of the Information Technology Team and the Oracle consultants addressing issues that occurred during the deployment of CMS Phase I. In addition, EDS consultants, together with MDCR colleagues, held focus group meetings to gather suggestions for future enhancements to the Contact Management System. The Department utilized the focus groups' suggestions to help build requirements for Phase II.

The beginning of Phase II entailed the upgrading and migration of the CMS client/server-based application to a web-based application which utilizes the TCP/IP network protocol. In order for this to have occurred, it was necessary to upgrade the Department's server infrastructure to the Sun Enterprise 4500 architecture to support the CMS application. The Department upgraded its Oracle 8 database to Oracle 8i, upgraded end-user computer systems, and procured additional hardware and software to aide in the migration and future enhancement of the Contact Management System. In addition, the Department continued its collaboration with the consultants from Oracle. These upgrades led to the October 1, 2001, deployment of the CMS web-based application.

This deployment provided the end-users with the capability to access the Contact Management System via a web browser. In addition, this put the Department in a position to proceed with future development and enhancements as we continue with our Phase II efforts.

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## Office of the Ombudsman

**A** primary function of the Office of the Ombudsman is to process requests for information from members of the public, including prisoners in the state's prisons and jails. During the 2001 fiscal year, 807 requests were processed, of which 619 were from prisoners or their families, or were responses to officials. Two cases were sent for formal investigation by PRP teams.

In addition to correspondence, the Ombudsman staff is responsible for monitoring legislation. No state civil rights bills were passed during the 2001 fiscal year. The office also monitored several bills in Congress, including legislation passed to combat terrorism after the attacks on September 11.

## Internal Auditing

**I**nternal auditing functions as an independent appraisal activity to examine and evaluate MDCR activities. Internal auditing is responsible for measuring the effectiveness of internal controls as a service to the Director and the Commission; helping in the discharge of their duties and responsibilities to the public.

All state departments are statutorily required to complete a biennial internal control evaluation. Effective fiscal year 2001, the evaluation methodology was completely revised by the Department of Management & Budget. Internal auditing played a major role in the planning, development, organization, and training of the new internal control evaluation process.

Significant components of this process included: customizing the soft control survey; planning and conducting training sessions; communicating with department colleagues at team meetings and through several articles in the departmental newsletter; developing the MDCR Risk Management Plan and form;

and submitting the letters of certification as statutorily required. Most significantly, MDCR has embraced the new process as a way to strengthen the organization in fulfilling its mission. As part of this initiative, internal auditing will assist in training and monitoring to implement this process in a continuous manner.

Other internal auditing initiatives during 2001 included: review of new department Statement of Concerns Reconsideration Process; liaison with the Auditor General's office in completion of the single audit; monitoring of EEOC and HUD contracts; quality assurance review of the Department's Contact Management System; and completion of new year-end closing requirements for DMB. The year-end closing requirements required a reconciliation of federal revenue; reconciliation of accounts receivable subsidiary records to MAIN; confirmation of all accounts receivable in excess of \$50,000; verifying appropriateness of year-end accrual methodology; and a letter of assurance.



*Director Nan Reynolds and Commission Vice Chair Gary Torgow.*

## Office of Workplace Learning and Performance

**T**he purpose of the Office of Workplace Learning (OWL) is to provide training for all MDCR employees. OWL strives to align all training with the mission, vision and goals of the Department. OWL's functions include:

- Developing, delivering, and evaluating mandated and targeted training
- Administering and coordinating opportunities for professional development
- Assisting with conference and meeting planning
- Maintaining a training/lending library
- Administering MDCR's training and educational funds

During this fiscal year, OWL worked to build colleagues' knowledge and skills specifically in the areas of Driving Team Performance and the Contact Management System, and through providing individual professional development opportunities. Classroom training and one-on-one coaching training were highlighted this year.

OWL coordinated 173 training sessions, accommodating 750 participants, which resulted in 1,504 classroom training days for colleagues. In addition to classroom training, MDCR colleagues are now able to access 36 on-line e-learning courses through the Internet. OWL also assisted with the development of a *Civil Rights Law & Diversity Training* for an external customer.

## Office of Public Information

The Office of Public Information handles the media relations for the Commission and Department, and is responsible for creating and dispersing MDCR's internal and external communications. The office regularly distributes a monthly newsletter for colleagues, a quarterly newsletter to the public and an annual report. This fiscal year, the office updated existing brochures and created new ones as needed for the Department's increased outreach and education activities.

### MDCR Publications Available

*Public Act 453, Elliott-Larsen Civil Rights Act*  
*Public Act 220, Persons With Disabilities Act*  
*Annual Report*  
*MCRC Michigan Law Poster (also available in Spanish and Arabic)*

*Pre-Employment Inquiry Guide*  
*Commission Newsletter*  
*Unlawful Sexual Harassment*  
*Directive to State Contractors and Bidders*  
*Basic Steps*  
*Civil Rights Questions and Answers*  
*Bill of Rights and Responsibilities*  
*Michigan Civil and Human Rights Directory*  
*Complaint Resolution Options*  
*Bias Crime Response Task Force Final Report*  
*Dealing with Unlawful Discrimination on Campus*  
*Pregnant Workers Rights*  
*Help Wanted: Non-Discriminatory Advertising*

**To order publications, please call: 1-800-482-3604**



## Charity Efforts

Casual Day was started in August 1998. Each Friday, colleagues can donate \$5 to help support worthwhile programs and their fight against major diseases and/or difficult life threatening

situations. In return for their donation, colleagues may dress casually for the day.

For fiscal year 2001, MDCR raised a total of \$2,892 for an array of charitable causes. The breakdown is as follows:

Children's Leukemia Foundation of Michigan .....	October 2000 - \$205
SOS Community Services.....	November 2000 - \$125
Good Fellows .....	December 2000 - \$212
PAWS With A Cause .....	February 2001 - \$290
United Ostomy Association .....	March 2001 - \$260
Minority Organ Tissue Transplant.....	April 2001 - \$330
Detroit Rescue Mission .....	May 2001 - \$175
United Parcel Palsy .....	June 2001 - \$350
The American Society for Prevention of Cruelty to Animals .....	July 2001 - \$130
American Heart Association .....	August 2001 - \$180
Children's Burn Center .....	August 2001 - \$50
Salvation Army Bread & Bed Club .....	September 2001 - \$175
American Red Cross .....	September 2001 - \$410



*On June 6, the Department played a basketball game against 96.5, a local Lansing radio station, to benefit the NAACP's tutoring program for youth. The game, held at Aim High Sports Center in Dimondale, was definitely worth the \$2 admission! Although Team MDCR was ahead at half-time, 96.5 won in the final minutes of the game by two points. Better luck next time!*



Toll Free: 1-800-482-3604  
Web site: [www.michigan.gov/mdcr](http://www.michigan.gov/mdcr)  
TDD: 313-961-1552